

A Social Return on Investment Analysis of Patient-Reported Outcome Measures in Value-Based Healthcare

Background

Value Based Healthcare (VBHC) approaches are being implemented worldwide, and there is growing interest in the use of Patient Reported Outcomes Measure (PROMs) to help achieve better outcomes for patients and healthcare providers.

Study Objective: To assess the social and economic value of PROMs within VBHC.

Methods

Study design: A Social Return on Investment (SROI) analysis to measure the social and economic value generated by PROMs for patients and the healthcare service over a one-year period.

Setting: Three services within Wales implementing PROMs within a VBHC framework – Heart Failure, Epilepsy, and Parkinson’s Disease.

Data sources: Patient and clinician questionnaires, routinely collected data, qualitative interviews with patients and clinicians, scoping review (43 studies), and stakeholder engagement that included patients and the public.

Results

PROMs yielded high-moderate returns in Heart Failure, low returns in Parkinson’s Disease, and no return in Epilepsy.

Heart Failure: For every £1 invested in PROMS, £5.55 of value was generated.

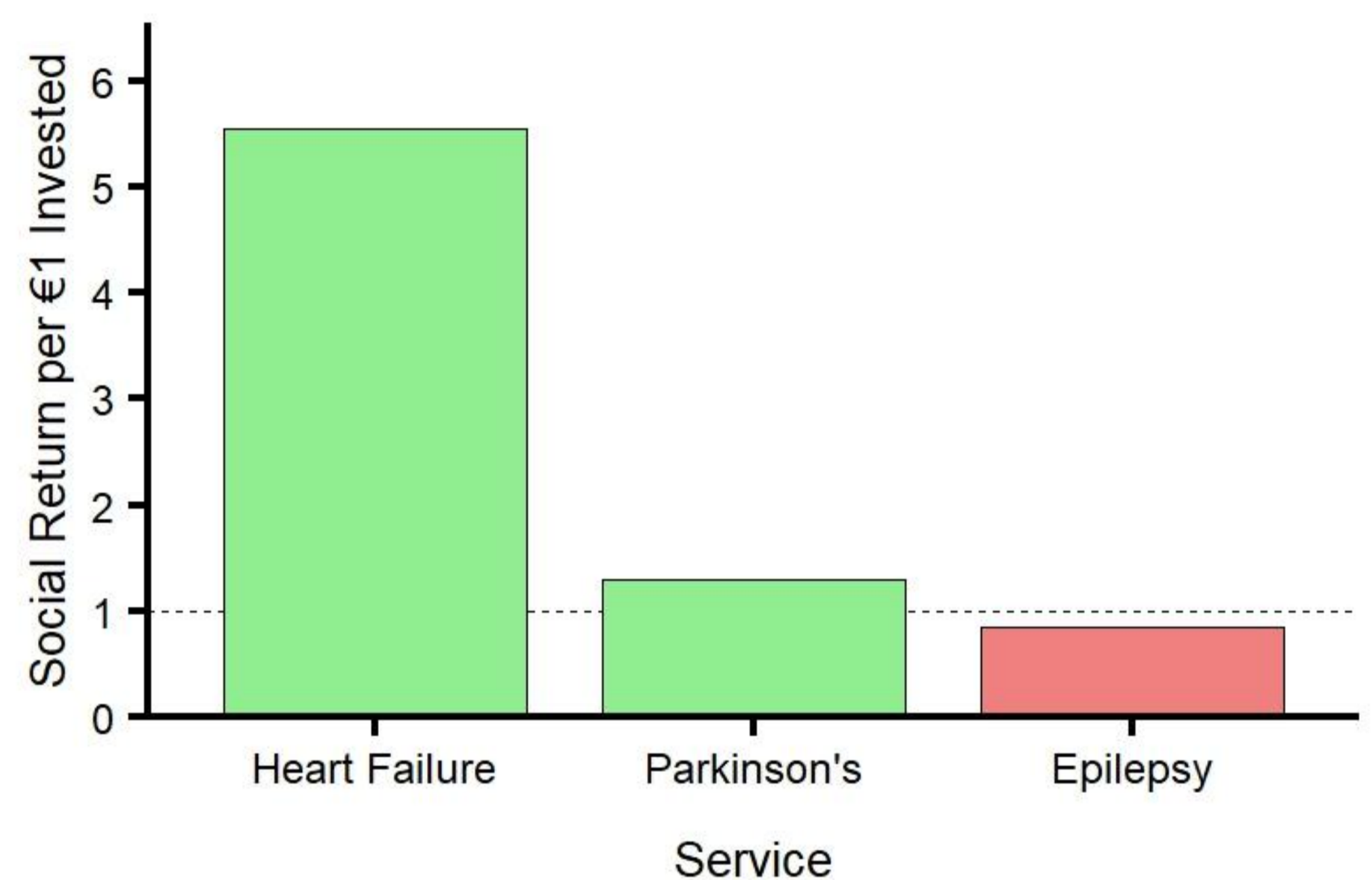
Parkinson’s Disease: For every £1 invested in PROMs, £1.29 of value was generated.

Epilepsy: For every £1 invested in PROMs, £0.85 of value was generated.

* £1 : €0.85

Results

Figure 1. Social Return on Investment (SROI) Across Heart Failure, Parkinson’s Disease, and Epilepsy Services.



- Where PROMs demonstrated substantial social and economic value, such as in Heart Failure, real transformation was seen within the service. For example, faster and more efficient triage and improved waiting times for patients.
- However, where PROMs provided low value, such as in Epilepsy, few patient or service benefits were achieved, raising questions about the efficacy and justification of allocating resources towards the collection of PROMs in such contexts.

Conclusion

- Our results demonstrate that the utilisation of PROMs in routine healthcare presents complexities with substantial variation in the value derived across different services.
- While PROMs can deliver value within a VBHC framework, careful consideration is likely needed in selecting suitable services and tailoring the implementation of PROMs to meet specific service and patient requirements effectively.
- The findings from this study will be used to inform improvements in the implementation of PROMs across Wales.

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